

SENIOR SUPPORT SERVICES ASSOCIATE

JOB TITLE: Senior Support Services Associate

GRADE: 8

JOB CODE: 2903

DATE: 11/8/95

GENERAL FUNCTION: Under general direction has responsibility for registering patients according to agency and program policy and entering data concerning patient(s) and services received into the statewide PEF, WIC, Home Health or Environmental Computerized Network System(s).

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

Assemble complete medical records containing all required forms for use in patient registration.

Assist patient in completing appropriate forms.

Interview patient to ensure completeness and accuracy of information. Respond as appropriate to questions raised by patient.

Route/direct patient to appropriate staff person for subsequent service.

Maintain patient record. Check medical records for signatures, dates, permission forms, and other pertinent information. Update record as necessary upon follow-up visit. File laboratory reports in medical record. Check coding of service rendered on approval.

File and return medical records prior to follow-up visit for subsequent visit.

Collect and record fee(s) obtained from patients as payment for service.

Type routine letters, labels, and other appropriate material.

Answer phone. Schedule initial and follow-up appointments.

Verify/review appropriate services report sheet (P.E.F., T.A.D, Inspection) of services provided to ensure completeness and accuracy of information. Enter information using CRT keyboard into the statewide computerized network.

Issue WIC using computer generated voucher. Audit vouchers for validation and revalidation.

Issue governmental permits as they are generated from computer.

JOB TITLE: Senior Support Associate (Continued)

JOB CODE: 2903

SUPERVISION RECEIVED: Moderate supervision under standard operating procedures; incumbent occasionally can function autonomously, with supervisor available to answer questions.

SUPERVISION EXERCISED: No supervisory responsibility.

JOB SPECIFICATIONS:

Knowledge and Abilities:

Basic knowledge of grammar, spelling, and punctuation.

Ability to communicate effectively with other employees and the general public.

Ability to maintain alphabetical, numerical, and subjective filing systems.

Considerable knowledge of general office practices, procedures and equipment.

Ability to learn assigned tasks readily, to prescribe to departmental routine, and follow moderate to difficult written instructions.

Considerable ability to deal courteously with the public, supplying general information and direction in a clear, concise manner.

Considerable knowledge of the appropriate reporting system and its application for automation of patient needs and service rendered.

Minimum Education, Training, and Experience Requirements: High school diploma or GED. One (1) year of experience in office management, administrative activities, or moderately difficult clerical experience in typing, use of the keyboard, or computer entry.

Additional education (college, vocational school, etc.) may substitute for the required experience on a year for year basis.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.